



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

## Baldrige in South Carolina

- **7 South Carolina applicants for the Baldrige Award (2005–2018)**
- **1 South Carolina award applicant in 2016 represents 436 jobs, \$123 million in revenue/budget, and over 165,000 customers served.**
- **11 Baldrige examiners from South Carolina volunteered over \$247,000 in services in 2018.**

## South Carolina National Role Model in Manufacturing

Milliken & Company, manufacturing, 1989

## South Carolina Quality Forum

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://www.BaldrigeAlliance.org)) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The South Carolina Quality Forum ([www.scquality.com](http://www.scquality.com)) was created in 1991 to recognize and encourage improvements and excellence in quality, productivity, efficiency, effectiveness, and competitiveness by organizations throughout South Carolina. The Forum's mission is to improve the competitiveness and performance of organizations operating within South Carolina. Its vision is to be the partner of choice for performance excellence in every sector of the economy in South Carolina.

## 2011–2018 South Carolina Governor's Quality Award Recipients

Charleston Water System (Governor's Award)

Self Regional HealthCare (Governor's Award)

Greenville Technical College (Gold)

Medical University of South Carolina (Gold)

Caris Healthcare (Silver)

Medical University Hospital Association (Bronze)

Public Employees Benefit Authority (Explorer)

## Success Story



Self Regional Healthcare began as Self Memorial Hospital in 1951 and was built to be one of the most advanced hospitals in the country. It is now a major referral and medical center that provides advanced health care services to a population of more than a quarter of a million people from the surrounding seven counties.

## Highlights

- 11 consecutive Gallup Great Workplace Awards
- American Heart Association Gold Plus Award for heart failure care

## AHCA/NCAL National Quality Award Winners in South Carolina

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long-term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Agape Rehab. of Rock Hill (Bronze, 2014)  
Anchor Health & Rehab. of Aiken (Bronze, 2013)  
Ashley River Plantation (Bronze, 2015)  
Blue Ridge in Brookview House (Bronze, 2017)  
Capstone Health & Rehab. of Easley, LLC (Bronze, 2014)  
Carolina Gardens at Conway (Bronze, 2018)  
Carolina Gardens at Garden City (Bronze, 2018)  
Carolina Gardens at Harbison (Bronze, 2018)  
Carolina Gardens at Kathwood (Bronze, 2018)  
Carolina Gardens at Lexington (Bronze, 2018)  
Carolina Gardens at Rock Hill (Bronze, 2018)  
Carolina Gardens at West Columbia (Bronze, 2018)  
Carolina Gardens at York (Bronze, 2018)  
Diamond Health & Rehab. of Simpsonville (Bronze, 2013)  
Exalted Health & Rehab. of Iva, LLC (Bronze, 2013)  
Fellowship Health & Rehab. of Anderson (Bronze, 2013)  
Franke Healthcare & Rehab. (Bronze, 2018)  
Golden Age—Inman (Bronze, 2016)  
Harvest Health & Rehab. of Johns Island, LLC (Bronze, 2015)  
Heritage @ Lowman Rehab. & Healthcare (Bronze, 2017)  
Hope Health & Rehab. of Marietta, LLC (Bronze, 2013)  
Hope Health & Rehab. of Marietta, LLC (Silver, 2016)  
Hosanna Health & Rehab. of Piedmont, LLC (Bronze, 2013)  
Inman Healthcare (Bronze, 2016)  
Kingston Nursing Center (Bronze, 2016)  
Lake Moultrie Nursing Home (Bronze, 2016)  
Laurel Baye Healthcare of Blackville (Bronze, 2017)  
Loris Rehab. & Nursing Center (Bronze, 2017)  
Manna Health & Rehab. of Pickens (Bronze, 2014)  
Medford Place (Bronze, 2018)  
Mountainview NH (Bronze, 2018)  
Morrell Nursing Center (Bronze, 2016)  
Mullins Nursing Center (Bronze, 2016)  
Myrtle Beach Manor Assisted Living (Bronze, 2015)  
NHC Anderson (Silver, 2014)  
NHC HealthCare, Charleston (Bronze, 2017)  
NHC Healthcare, Clinton, LLC (Silver, 2017)  
NHC HealthCare, Greenville (Bronze, 2013)  
NHC Healthcare, Lexington (Bronze, 2016)  
NHC HealthCare, Mauldin (Silver, 2017)  
NHC HealthCare, North Augusta (Bronze, 2017)  
NHC Parklane (Bronze, 2016)  
Oakhaven Inc. (Bronze, 2018)  
Omega Health & Rehab. of Greenville, LLC (Bronze, 2013)  
Palmetto Baptist Subacute Rehab. Center (Bronze, 2017)  
The Palms of Mt. Pleasant—Assisted Living (Bronze, 2015)  
Patewood Rehab. & Healthcare Center (Bronze, 2016)  
Petra Health & Rehab. of McCormick, LLC (Bronze, 2013)  
Pruitt Health Bamberg (Silver, 2015)  
PruittHealth Blythewood (Bronze, 2016)  
PruittHealth North Augusta (Bronze, 2017)  
PruittHealth Walterboro (Bronze, 2014)  
Redeemer Health & Rehab. of Pickens, LLC (Bronze, 2013)  
Rice Estate Rehab. & Healthcare (Bronze, 2017)  
Richard M. Campbell Veteran's Nursing Home (Silver, 2018)  
Rosecrest Rehab. and Healthcare Center (Bronze, 2017)  
Savannah Grace at the Palms of Mt. Pleasant—SNF (Bronze, 2015)  
Sumter Valley N&R LLC, dba Sumter Valley Nursing & Rehab. Center (Bronze, 2014)  
Veterans Victory House (Bronze, 2016)  
Wesley Court Assisted Living (Bronze, 2018)  
White Oak Manor of Rock Hill (Bronze, 2017)  
White Oak Manor of York (Bronze, 2017)  
Windsor Manor Nursing Facility (Bronze, 2016)